

Mitel - Web Client Phone Integration

01/10/2024 1:45 pm EST

Based on additional logging, we are trying to use the InteractiveVoice that the TAPI that we are using for Mitel claims to support. Our logging advises it isn't supported by the underlying service provider. At that point, it falls back to DataModem and tells us it is invalid.

```
16:40:21.518: (TAPI:OpenLine) STA: m_tapiLine.IsOpen: False
16:40:21.518: (TAPI:OpenLine) STA: m_tapiLine.Capabilities.MediaModes: InteractiveVoice
16:40:21.519: (TAPI:OpenLine) STA: Opening with MediaModes
16:40:21.521: (TAPI:OpenLine) STA: Error Opening with MediaModes. Message: lineOpen failed [0x80000049] The operation is not supported by the underlying service provider
16:40:21.521: (TAPI:OpenLine) STA: Opening with DataModem
16:40:21.523: (TAPI:OpenLine) STA: Error Opening with DataModem. Message: lineOpen failed [0x8000002F] Invalid media mode
16:40:21.523: (TAPI:OpenLine) STA: Done opening
16:40:21.524: (TAPI:SetLineToUse) EVE: ChangeState(4). Th:5
16:40:21.524: (TAPI:ChangeState) STA: State was: Initialized, Is: Idle.
```

Solution

The customer will need to take this back to Mitel

2.1.36 - Feb 2023